

# TENNESSEE REGULATORY AUTHORITY



FOR IMMEDIATE RELEASE

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***\*\*Consumer Alert\*\****

## **COUNTY-WIDE CALLING DELAY CAUSES PROBLEMS IN MORGAN COUNTY**

**NASHVILLE** - Residents of Morgan County that are served by BellSouth are to be advised that "*County-Wide Calling*," a service of BellSouth that expands a county's local calling area, experienced a problem during implementation of the new (865) area code. As a result, customers may have been incorrectly billed when making calls within the county.

"BellSouth has acknowledged that for a couple of days during the month of February, county-wide calling was not in operation in Morgan County and that some residents were more than likely charged for calls that should have been local," says Eddie Roberson, Division Chief of the TRA's Consumer Services Division.

Company officials have advised the TRA that the problem has been corrected and they are working with area customers to ensure that the incorrect charges are adjusted.

For more information, contact BellSouth at 557-6500.

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